

Tenant Engagement Strategy 2023- 2026 – Action Plan

| Priority 1 : Make tenants and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility | | | | | | |
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| Ref no | Objective | Priority L/M/H | Milestone/How will success be measured | Progress | Lead | Target Date |
| 1.1 | Work alongside tenants to publish and promote the Tenant Engagement Strategy | H | Recruit 5 tenants to join TPRDG (Tenant Participation Review Development Group) Publish and promote strategy on the Council website and tenants newsletter | Tenants joined the TPRDG as from 29 th September 22 Strategy in development | VCF VD VCF | April 23 Executive September 2023 |
| 1.2 | Regularly monitor the strategy to ensure it continues to meet its objectives | M | To review and monitor by TPRDG to ensure the strategy meets the tenants needs and aspirations | First review to be completed within 6 months of the approved strategy | VD VCF | Every 6 months |
| 1.3 | Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies | M | Increase tenant data base using various consultation methods including – • Developing a leaflet in line with the strategy | Measure of tenants held on data base | VCF TMO VF | Ongoing September 23 |

| | | | <p>promoting tenant involvement and encouraging tenants to get involved at the level they wish</p> <ul style="list-style-type: none"> • TMO/HO to use as part of their visits to promote and increase engagement | | | December 23 |
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| <p>Priority 2 : Strengthen and develop communication methods ensuring tenants are offered a number of different ways to get involved and is accessible to all</p> | | | | | | |
| Ref no | Objective | Priority L/M/H | Milestone/How will success be measured | Progress | Lead | Target Date |
| 2.1 | Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service | M | Review menu of involvement annually and measure by number of tenants held within each section of the database | Menu of involvement and data base created April 2022 Ongoing until next review | VCF | 1 year from approval of strategy |
| 2.2 | Offer a range of options for engagement both traditional and technology based | M | <p>Explore options to what extent both methods are welcomed.</p> <p>Use information obtained via the STAR survey and TSM responses</p> | Measure of tenants held on data base | VD VCF | <p>July 22</p> <p>Ongoing</p> |

| Priority 3: To be more accountable for the services we deliver by empowering our tenants to challenge us and to get involved in setting priorities | | | | | | |
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| Ref no | Objective | Priority L/M/H | Milestone/How will success be measured | Progress | Lead | Target Date |
| 3.2 | Empower tenants to hold us to account by providing appropriate training, support and feed back | M | <p>Work with tenants to provide a training programme based on their needs</p> <p>Support joint training with other tenants and landlords</p> <p>Utilise online/face to face training provided by TPAS</p> <p>Encourage tenants to engage with training/workshops/networking provided by the East Midlands Tenant participation Group</p> | Number of tenants involved in training events | VCF | Ongoing |
| 3.3 | Publish and promote our service standards and ensure tenants know how to challenge them | M | <p>Publish on Council website, tenants newsletter and produce stand alone leaflet</p> <p>Hold tenant challenge day (include as part of tenant scrutiny process)</p> | Scoping day held, one event by the end of 2023 | VCF LB SC | April 24 |

| 3.4 | Develop and support a tenant led security process that will challenge the housing service and make recommendations and improvements | H | Engage with TPAS on national scrutiny week to gain full understanding of the tenant scrutiny process Recruitment of scrutiny panel members Training of tenant scrutiny members Set timetable of projects to scrutinise – 3 per year | Officers/members to attend training 5 th Oct 22 | VD VCF JW | October 22 Autumn 23 |
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| Priority 4: Use customer feedback to improve our housing service, keep tenants informed about how their contributions have been used to drive continuous improvement | | | | | | |
| Ref no | Objective | Priority L/M/H | Milestone/How will success be measured | Progress | Lead | Target Date |
| 4.1 | Publish and promote our tenants newsletter and encourage tenants to become actively involved in its production | L | Establish tenants editorial team Invite 12 tenants with aim to recruit 6-8 members Invite the Communications officer to work alongside tenants ensuring their views are taken into account | 1 st review meeting September 22 held 2 nd review meeting at TPRDG July 23 | VCF | July 26 |

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| 4.2 | Produce a <i>You Said, We Did</i> article highlighting where customer feedback has made a difference to how we deliver services | | Publish an article in each edition of the newsletter and within the housing section of the Council website. Aim for 2 articles per year | First article published in the newsletter July 22 Second scheduled for Nov 22 | VCF | Ongoing with each edition |
| 4.3 | Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations | H | <p>Create a satisfaction survey to gather data required for the Tenant Satisfaction Measures - annually</p> <p>Ensure all face to face consultation workshops provide feedback forms</p> <p>Gather repairs feedback on PDA after each repair.</p> <p>Aim for 5% telephone feedback on completed repairs.</p> <p>Explore real time methods of consultation e.g. gov matrix</p> | <p>Guidance by social housing regulator</p> <p>Report back to RANT group</p> <p>Report back to Rant group</p> | <p>VD VCF</p> <p>VCF</p> <p>MD AC</p> <p>MD AC</p> <p>VD LB</p> | <p>April 23</p> <p>Ongoing</p> <p>October 23</p> <p>April 23</p> |